

CANADIAN HERITAGE

REQUEST FOR PROPOSALS: 10211043

REQUEST NUMBER: 10211371
TITLE OF PROJECT: Janitorial Services for the Canadian Conservation Institute
REQUEST DATE: November 15th, 2022
CLOSING DATE AND TIME: January 5th, 2023, 2:00 p.m., EST
ADDRESS ALL ENQUIRIES: Gregory Yarema
Procurement Specialist
Contracting and Materiel Management Directorate
Canadian Heritage
E-mail: contrats-contracting@pch.gc.ca

The Department of Canadian Heritage (PCH) has a requirement for the above services to be carried out in accordance with the Statement of Work attached hereto as Annex "A". The services are to be performed during the period commencing upon the date of the award of the contract and are to be completed by January 31th, 2025 with four (4) option periods of one year each., as detailed in the Statement of Work.

If you are interested in undertaking this project, submit your bid by **2:00 pm EST: January 5th, 2023** by using the following accepted submission method:

IMPORTANT: Submission via e-mail

PCH will only accept bids by e-mail. Bids transmitted by facsimile or mail to PCH will not be accepted.

The PCH e-mail server cannot accept any e-mail transmission that is 25 MB or plus. It is the responsibility of the Bidder to assure that their complete e-mail bid be delivered to PCH by the specified date and time. Indicate the title of the Request for Proposal (RFP) in the e-mail object, the e-mail address is the following:

Contrats/Contracting (PCH)
contrats-contracting@pch.gc.ca
RFP : 10211371
Attention: Gregory Yarema

If due to e-mail or document size issues it is necessary to send documents using more than one e-mail, this is acceptable but they must be referenced to each other. Bids that arrive after the specified date and time will not be accepted. Bidders are encouraged to keep a confirmation that the e-mail was sent and delivered.

Bidders submitting a proposal are also requested to complete the Offer of Services at Attachment 1 to Part 5.

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PART 1 - GENERAL INFORMATION

1.1 Introduction

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include:

- ANNEX A – Statement of Work
- ANNEX B – Basis of Payment
- ANNEX C - Security Requirements Checklist
- ANNEX D - Insurance Requirements

The Attachments include:

- ATTACHMENT 1 to PART 2: ONTARIO LABOUR LEGISLATION – BID
- ATTACHMENT 2 to PART 2: ONTARIO LABOUR LEGISLATION – COLLECTIVE AGREEMENT
- ATTACHMENT 1 to PART 4: EVALUATION CRITERIA
- ATTACHMENT 2 to PART 4: PRICING SCHEDULE
- ATTACHMENT 1 to PART 5: OFFER OF SERVICE
- ATTACHMENT 2 to PART 5: STATUS AND AVAILABILITY OF RESOURCES

1.2 Summary

The Department of Canadian Heritage is seeking to establish a contract for Janitorial Services for the Canadian Conservations Institute as defined in Annex "A", Statement of Work, for an initial period until 31 January, 2025 and four (4) option periods of one year each.

1.2.1 Mandatory Site Visit

It is mandatory that the Bidder or a representative of the Bidder visit the work site. Arrangements have been made for the site visit to be held at:

Canadian Conservation Institute, 1030 Innes Road, Ottawa, Ontario, K1B 4S7

On Wednesday, 23 November, 2022
The site visit will begin at 1:30 P.M. EST
Room 201

Bidders who do not attend the mandatory site visit or do not send a representative will not be given an alternative appointment and their bid will be declared non-responsive. Please refer to section 2, article 2.6 below for additional information.

1.2.2 Security

There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website”.

1.3 Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days from receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or by teleconferencing (Zoom or MS Teams). Please note that because of the present circumstances associated with the COVID-19 virus, in-person debriefings will not be available.

1.4 Other information

The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an impartial, independent venue for Canadian bidders to raise complaints regarding the award of certain federal contracts under \$26,400 for goods and \$105,700 for services. If you have concerns regarding the award of a federal contract below these dollar amounts, you may contact OPO by e-mail at boa.opo@boa-opo.gc.ca, by telephone at 1-866-734-5169, or by web at www.opo-boa.gc.ca. For more information on OPO's services or to determine if your concerns are within the Ombudsman's mandate, please see the [Procurement Ombudsman Regulations](#) or visit the [OPO website](#).

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The 2003 Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of [2003](#), (2022-03-29) Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days
Insert: 90 days

2.2 Submission of Bids

Please note that because of the present circumstances associated with the COVID-19 virus, PCH will exceptionally only accept proposals by e-mail at contrats-contracting@pch.gc.ca. Proposals transmitted by facsimile or mail to PCH will not be accepted.

2.2.1 Submission via e-mail

Proposals must only be submitted by e-mail by the date and time to the e-mail address indicated on page 1 of the RFP.

2.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPSs, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

Definitions

For the purposes of this clause, "former public servant" is any former member of a department as defined in the [Financial Administration Act](#), R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or

- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means, a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c.P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c.S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c.C-17, the [Defence Services Pension Continuation Act](#), 1970, c.D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c.R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c.R-11, the [Members of Parliament Retiring Allowances Act](#), R.S., 1985, c.M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c.C-8.

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension? **Yes** () **No** ()

If so, the Bidder must provide the following information, for all FPS in receipt of a pension, as applicable:

- a. name of former public servant;
- b. date of termination of employment or retirement from the Public Service.

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

Work Force Reduction Program

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of a work force reduction program? **Yes** () **No** ()

If so, the Bidder must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;
- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.

2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than 5 working days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

2.5 Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the bidders.

2.6 Improvement of Requirement During Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least 14 calendar days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

2.7 Mandatory Site Visit

It is mandatory that the Bidder or a representative of the Bidder visit the work site. Arrangements have been made for the site visit to be held at:

Canadian Conservation Institute, 1030 Innes Road, Ottawa, Ontario, K1B 4S7
On Wednesday, November 23, 2022
The site visit will begin at 1:30 P.M. EST
Room 201

Bidders must communicate with the Contracting Authority no later than Monday, 21 November, 2022 at 4:00 pm to confirm attendance and provide the name(s) of the person(s) who will attend. Bidders will be required to sign an attendance sheet. Bidders should confirm in their bid that they have attended the site visit. Bidders who do not attend the mandatory site visit or do not send a representative will not be given an alternative appointment and their bid will be declared non-responsive. Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid solicitation.

2.8 Ontario Labour Legislation – Bid

Refer to Attachment 1 to Part 2

2.9 Bid Challenge and Recourse Mechanisms

- (a) Several mechanisms are available to potential suppliers to challenge aspects of the procurement process up to and including contract award.
- (b) Canada encourages suppliers to first bring their concerns to the attention of the Contracting Authority. Canada's [Buy and Sell](#) website, under the heading "[Bid Challenge and Recourse Mechanisms](#)" contains information on potential complaint bodies such as:
- Office of the Procurement Ombudsman (OPO)
 - Canadian International Trade Tribunal (CITT)
- (c) Suppliers should note that there are **strict deadlines** for filing complaints, and the time periods vary depending on the complaint body in question. Suppliers should therefore act quickly when they want to challenge any aspect of the procurement process.

ATTACHMENT 1 to PART 2 - ONTARIO LABOUR LEGISLATION - BID

1. In accordance with the requirements of section 77(1) of the *Employment Standards Act*, 2000, S.O. 2000, c. 41, the following information concerning each employee of the previous supplier providing services at the premises is attached:
 - a. the employee's job classification or job description;
 - b. the wage rate actually paid to the employee;
 - c. a description of the benefits, if any, provided to the employee including the cost of each benefit and the benefit period to which the cost relates;
 - d. the number of hours that the employee works in a regular work day and in a regular work week, or if the employee's hours of work vary from week to week, the number of the employee's non-overtime hours for each week that the employee worked during the thirteen (13) weeks before the date of the request for information;
 - e. the date on which the employer hired the employee;
 - f. any period of employment attributed to the employer under section 10 of the Act;
 - g. the number of weeks that the employee worked at the premises during the twenty-six (26) weeks before the request date. The 26-week period must be calculated without including any period during which the provision of services at the premises was temporarily discontinued, or during which the employee was on leave of absence under Part XIV of the Act;
 - h. a statement indicating whether either of the following subparagraphs applies to the employee:
 - i. The employee's work, before the request date, included the provision of services at the premises, but the employee did not perform his or her job duties primarily at those premises during the thirteen (13) weeks before the request date.
 - ii. The employee's work included the provision of services at the premises, but the employee was not actively at work immediately before the request date, and did not perform his or her job duties primarily at the premises during the most recent thirteen (13) weeks of active employment.
2. The name, residential address and telephone number of each employee as they appear in the previous employer's records will be provided to the successful Bidder after contract award.
3. In addition to the above information, a copy of either the collective agreement, union certificate, or pending union application(s) regarding these employees at the premises is also attached, if applicable. **NB: please refer to ATTACHMENT 2 to PART 2, below.**
4. Bidders must use the information referred to in subparagraphs 1.(a) to 1.(h) and paragraph 3 (if applicable) only for the purposes of preparing their bids and complying with the Act. Bidders must not disclose such information except as may be authorized by Canada in writing.
5. The enclosed information concerning the employees of the previous employer providing services at the premises has been received from the previous employer and Canada does not warrant its accuracy or completeness. Canada will not be responsible for any damage or loss which may result from use of or reliance upon any of this information.
6. Bidders who require clarification or further information may contact: contrats-contracting @pch.gc.ca. Please cite the Request for Proposal number 10211371.

In accordance with the requirements of section 77(1) of the [Employment Standards Act](#), 2000, S.O. 2000, c. 41, ([Employment Standards Act, 2000, S.O. 2000, c. 41 \(ontario.ca\)](#)) please find the following information concerning each employee of the supplier providing janitorial services at the CCI building under the contract 45386467

A	B	C	D	E	F	Employees with regular hours		Employee with varied hours*	I	J	K
						G-Reg	H - Reg	G-Var			
Employee #	Employee Job classification or description (eg. Supervisor, Light duty, Heavy duty, etc.)	Current Hourly Wage Rate paid	Description of the benefits (eg vacation pay) See note 4 below	Cost of each benefit (eg 4%)	Benefit period to which the cost relates	# hours work/regular work day	# hours work/regular work week	# of hours as per note 1 below	Hire date (year/month/day)	# of weeks as per note 2 below	Do either of the subparagraphs in Note 3 apply and if yes, which one (see note 3 below)
1	Light Duty	\$16.20	Vacation pay/ Global Benefits/ MSPP	8%/ 5%/ 2%	Yearly	8	40	na	2012/09/10	26	na
2	Heavy Duty	\$16.75	Vacation pay/ Global Benefits/ MSPP	6%/ 5%/ 2%	Yearly	8	40	na	2016/06/05	26	na
3	Supervisor	\$17.55	Vacation pay	6%	Yearly	1	4.5	na	2017/08/16	26	na
Note 1:											
If the employee's hours of work vary from week to week, the number of the employee's non-overtime hours for each week that the employee worked during the thirteen (13) weeks before the date of the request for information											

Note 2:

The number of weeks that the employee worked at the premises during the twenty-six (26) weeks before the request date. The 26-week period must be calculated without including any period during which the provision of services at the premises was temporarily discontinued, or during which the employee was on leave of absence under Part XIV of the Ontario Labour Legislation Act;

Note 3:

K1:

The employee's work, before the request date, included the provision of services at the premises, but the employee did not perform his or her job duties primarily at those premises during the thirteen (13) weeks before the request date.

K2:

The employee's work included the provision of services at the premises, but the employee was not actively at work immediately before the request date, and did not perform his or her job duties primarily at the premises during the most recent thirteen (13) weeks of active employment.

Note 4

MSPP : Multi-Sector Pension Plan

ATTACHMENT 2 to PART 2 - INFORMATION ON ONTARIO LABOUR LEGISLATION – BID: COLLECTIVE AGREEMENT

INFORMATION ON ONTARIO LABOUR LEGISLATION – BID: COLLECTIVE AGREEMENT

Reference paragraph 3:

Collective agreement, regarding the employees currently employed at the premises

Please see attached pdf document entitled “Collective Agreement between Building and Maintenance Ind. and Service Employees International Union, Local 2”

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

Prices must appear in the financial proposal only. No prices must be indicated in any other section of the proposal.

Please note that because of the present circumstances associated with the COVID-19 virus, PCH will exceptionally only accept proposals by e-mail at contrats-contracting@pch.gc.ca. Proposals transmitted by facsimile or mail to PCH will **not** be accepted.

3.1.1 Submission via e-mail

IMPORTANT: The PCH e-mail server cannot accept any e-mail transmission that is 14 MB or more. It is the responsibility of the Bidder to assure that their complete e-mail proposal be delivered to PCH by the specified date and time. If due to e-mail or document size issues it is necessary to send documents using more than one e-mail, this is acceptable but they must be referenced to each other proposals that arrive after the specified date and time will not be accepted.

The Offer must be gathered per section and separated as follows:

- Section I: Technical Proposal
- Section II: Financial Proposal
- Section III: Certifications

Section I: Technical Bid

In their technical bid, Bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability in a thorough, concise, and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the proposal will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. To facilitate the evaluation of the proposal, Canada requests that Bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, Bidders may refer to different sections of their proposals by identifying the specific paragraph and page number where the subject topic has already been addressed.

Part 4, Evaluation Procedures, contains additional instructions that bidders should consider when preparing their technical bid.

Section II: Financial Bid

Bidders must submit their financial bid in Canadian dollars in accordance with Annex "B" – Basis of Payment.

Bidders must submit their rates FOB destination; Canadian customs duties and excise taxes included, as applicable; and Applicable Taxes excluded

When preparing their financial bid, Bidders should review clause 4.1.4 Financial Evaluation, of Part 4 of the bid solicitation; and article 7.7, Payment of Part 7 of the bid solicitation

Prices submitted with the Proposal will form part of any resulting Contract.

Section III: Certifications

In Section III of their bid, bidders must provide the certifications required under Part 5 and, as applicable, any associated additional information.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

4.1.1 Mandatory Technical Criteria

All bids must be completed in full and provide all of the information requested in the bid solicitation to enable full and complete evaluation. Mandatory technical evaluation criteria are included below in Attachment 1 to Part 4.

The bidder must meet all mandatory criteria to be considered compliant. Failure on the part of the bidder of meeting a mandatory criterion will result in the bid being deemed non-compliant and no further consideration will be given.

4.1.2 Point Rated Technical Criteria

Each bid will be rated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word "rated" or by reference to a score. Bidders who fail to submit complete bids with all the information requested by this bid solicitation will be rated accordingly. Point rated technical evaluation criteria are included below in Attachment 1 to Part 4.

4.1.3 Point Rated Technical Criteria - Reference Checks

Bidders must provide the required references in the Technical Proposal of their bid.

The references provided by the Bidders are subject to verification by Canada during the bid evaluation period (before award of a contract) and after award of a contract. The Contracting Authority will have the right to ask for additional information to validate the references before award of a contract. The bid will be declared non-responsive if any references given by the Bidder are untrue, whether made knowingly or unknowingly. Failure to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

- a. The Bidder must provide client references as requested under Mandatory Technical Criterion MT2. The client reference must confirm, if requested by Canada, the information required in Rated Technical Criteria RT3.1 to RT3.6 of Attachment 1 to Part 4. Canada will check the references for that requirement for all bidders who have not, at that point, been found non-responsive.
- b. When the reference check is performed, Canada will conduct the reference check in writing by e-mail. Canada will send all email reference check requests to contacts supplied by all the Bidders on the same day using the email address provided in the bid. Canada will not award any points unless the response is received within 7 working days of the date that Canada's email was sent.
- c. On the third working day after sending out the reference check request, if Canada has not received a response, Canada will notify the Bidder by email, to allow the Bidder to contact its reference directly to ensure that it responds to Canada within the originally allocated 7 working days. If the individual named by a Bidder is unavailable when required during the evaluation period, the Bidder may provide the name and email address of an alternate contact person from the same customer. Bidders will only be provided with this opportunity once for each customer, and only if the originally named individual is unavailable to respond (i.e., the Bidder will not be provided with an opportunity to submit the name of an alternate contact person if the original

contact person indicates that he or she is unwilling or unable to respond). The 7 working days will not be extended to provide additional time for the new contact to respond.

- d. Points will not be allocated and/or a bidder will not meet the mandatory experience requirement (as applicable) if (1) the reference client states he or she is unable or unwilling to provide the information requested, or (2) the client reference is not a client of the Bidder itself (for example, the client cannot be the client of an affiliate of the Bidder instead of being a client of the Bidder itself). Nor will points be allocated or a mandatory met if the client is itself an affiliate or other entity that does not deal at arm's length with the Bidder.
- e. Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the reference will be the information evaluated.

4.1.4 Financial Evaluation

For bid evaluation and Contractor selection purposes only, the Total Evaluated Bid Price of a bid will be determined by using the prices submitted in the Basis of Payment – Annex B, completed by the bidders.

The Calculation of the Total Bid Price for Purposes of the Financial Evaluation – Attachment 2 to Part 4 – Calculation of Total Evaluated Bid Price - will be completed by the Contracting Authority.

4.2 Basis of Selection

4.2.1 Highest Combined Rating of Technical Merit (60%) and Price (40%)

To be declared responsive, a bid must:

- a. comply with all the requirements of the bid solicitation; and
- b. meet all mandatory criteria; and
- c. obtain the required minimum of 23 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 53 points.
- d. Bids not meeting (a) or (b) or (c) will be declared non-responsive.
- e. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 60% for the technical merit and 40% for the price.
- f. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 60%.
- g. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 40%.
- h. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
- i. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 60/40 ratio of technical merit and price, respectively. The total available points equals 60 and the lowest evaluated price is \$60,000 (60).

Basis of Selection - Highest Combined Rating Technical Merit (60%) and Price (40%)

		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		55/60	40/60	45/60
Bid Evaluated Price		\$70,000.00	\$65,000.00	\$60,000.00
Calculations	Technical Merit Score	55/60x 60 = 54.99	40/60x 60 = 39.99	45/60x 60 = 45.00
	Pricing Score	60/70 x 40 = 34.28	60/65 x 40 = 36.92	60/60 x 40 = 40.00
Combined Rating		89.27	76.91	85.00
Overall Rating		1st	3rd	2nd

4.2.2 Approvals

Bidders should note that all contracts are subject to PCH's internal approvals process, which includes a requirement to approve funding in the amount of any proposed contract. Notwithstanding that a bidder may have been recommended for contract award, issuance of any contract will be contingent upon internal approval. If such approval is not given, no contract will be awarded.

Attachment 1 to Part 4: EVALUATION CRITERIA

1. Requirement

The Bidder must provide the necessary documentation to support compliance with this requirement.

- a. The Bidder is advised that only listing experience without providing any supporting data to describe where and how such experience was obtained will not constitute “demonstrated” for the purpose of the evaluation.
- b. The Bidder must clearly demonstrate in the proposal how the experience was gained or knowledge was attained, supported by resumes and any necessary supporting documentation.
- c. The Bidder must provide complete details as to where, when and how (through which activities/responsibilities) the stated qualifications/experience were obtained. In order to demonstrate when experience was obtained, the bidder must indicate the duration of such experience, specifying the start and end dates (month and year at a minimum)
- d. It is recommended that the Bidder include a grid in their proposals, cross-referencing statements of compliance with the supporting data and resume evidence contained in their proposals. Note: the compliance grid, by and of itself, DOES NOT constitute demonstrated evidence. As stated in bullet “b” above, the resumes and supporting documentation will be accepted as evidence.
- e. Any document requested for the Mandatory or Point-Rated Criteria below must be provided in either Word or PDF format.

2. Mandatory Technical Criteria

The bid must meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation to support compliance with this requirement.

Bids which fail to meet any of the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion must be addressed separately.

Mandatory Technical Criteria (MT)			
Criterion number	Mandatory Technical Criterion	Met/Not Met	Cross-Reference to offer
MT1	<p>The Bidder must confirm the name of the authorized representative that represented the bidder at the mandatory site visit at the Canadian Conservation Instituted on 1030 Innes Road, Ottawa, ON K1B 4X7</p> <p>As indicated in section 2.7, Bidders who do not attend the mandatory site visit or do not send a representative will not be given an alternative appointment and their bid will be declared non-responsive.</p>		
MT2	<p>The Bidder must demonstrate that their firm has at least 5 years within the last 7 years from the date of bid closing of experience in “Commercial/Institutional Janitorial Cleaning in High Cleanliness areas”* with a scope of work similar to the one described in Annex A – Statement of Work for a cleanable area of at least 6,500 square meters.</p> <p>*Commercial/institutional janitorial cleaning in high cleanliness areas refers to special purpose buildings such as universities (i.e.: science buildings with laboratories), research centres, laboratories, production facilities, hospitals or pharmaceutical industry buildings that require specialized attention due to hazardous substances present and daily cleaning around highly sensitive equipment and/or machinery.</p> <p>For each contract the Bidder must provide the:</p> <ol style="list-style-type: none"> a. Name of the client; b. Contract location address; c. An explanation of how the facility cleaned under the contract can be considered under the category of “Commercial/Institutional Janitorial Cleaning in High Cleanliness areas” d. Client contact name, phone number and email; e. The role the client contact played during the contract; f. Start and end date of contract; g. Approximate size in square meters of the cleanable area for the contract; h. Description of the work performed; and, i. Composition of the cleaning team (number of people, roles) 		

Criterion number	Mandatory Technical Criterion	Met/Not Met	Cross-Reference to offer
<p style="text-align: center;">MT3</p>	<p>Site Supervisor:</p> <p>The Bidder must demonstrate that the person who is identified as the Site Supervisor has a minimum of 2 years of consecutive experience within the past 5 years from the date of bid closing acting as a Site Supervisor for a janitorial service that is similar in scope to the work described in Annex A, Statement of Work</p> <p>AND</p> <p>Back-up Site Supervisor:</p> <p>The Bidder must demonstrate that the person who is identified as the Back-up Site Supervisor has a minimum of 2 years of consecutive experience within the past 5 years from the date of the bid-closing-providing a janitorial service that is similar in scope to the work described in Annex A, Statement of Work of which they have held a role of Site Supervisor or Back-up Site Supervisor for a minimum of 3 months.</p> <p>NOTE: PCH may contact the clients to verify the accuracy of the information submitted.</p> <p>The Bidder must provide a detailed résumé for each proposed individual and include the following information for each project cited:</p> <ol style="list-style-type: none"> a. Name(s) of the client(s); b. Contract location address(es); c. Client(s) contact name(s), phone number(s) and email(s); d. Start and end date(s) of contract(s); e. Approximate size in square meters of the cleanable area of each contract; f. Description of the work performed for each contract; and, g. Composition of the cleaning team(s) for each contract (number of people, roles). 		

3. Point Rated Technical Criteria

Bids will be evaluated and scored as specified below.

Only Bids which meet all the mandatory technical criteria above will be evaluated and scored as specified in the tables inserted below.

Bids which fail to obtain the required minimum OVERALL number of points specified **and/or** the required minimum number of points as specified per criterion will be declared non-responsive.

Each point rated technical criterion must be addressed separately. The minimum overall pass mark is indicated in the table below

Point Rated Technical Criteria (RT)			
Number	Point Rated Technical Criterion	Weighting (Points)	Cross-Reference to offer
RT1	<p>LABORATORY CLEANING EXPERIENCE</p> <p>From the contracts provided for MT2, provide any examples of contracts for which the Bidder has experience specifically in cleaning laboratories in the context of "Commercial/Institutional Janitorial Cleaning in High Cleanliness areas" (as defined in MT2) and how many months of experience this represents.</p> <p>Rating scale:</p> <p>0 points = 0 months of experience 5 points = 1 to 6 months of experience 10 points = 7 to 12 months of experience 12 points = 13 to 24 months of experience 15 points = More than 24 months of experience</p> <p>The maximum number of points for this criterion is 15 points There is no minimum number of points for this criterion.</p>	/15	
RT2	<p>QUALITY CONTROL AND INTERNAL PROCEDURES</p> <p>The Bidder must provide a detailed description of each of their company's policies/procedures for each of the following subjects:</p> <ul style="list-style-type: none"> a. Frequency of internal quality control policies' Updates (3 points) b. Training and Refresher training (3 points) c. Supervision of personnel (4 points) d. Equipment maintenance (2 points) e. Strategy for maintaining work quality standards (4 points) f. Health and Safety Strategy (4 points) <p>Points will be awarded for each item from a) to f) on the basis of detail and completeness of each answer.</p> <p>The maximum number of points for this criterion is 18 points There is no minimum number of points for this criterion.</p>	/18	

Point Rated Evaluation Technical Criteria using Client references			
Number	Point Rated Technical Criterion	Weighting (Points)	Cross-Reference to offer
RT3	<p>The client contact from one of the contract examples provided by the Bidder in response to Mandatory Criterion MT2 will be used to evaluate the following criteria, by using the reference method.</p> <p>Bidders must provide their choice of <u>up to</u> 3 references from the contracts cited in MT2 above.</p> <p>For each reference, the Bidder must provide the:</p> <ol style="list-style-type: none"> a. Name of the company/organization b. The name of the reference c. The title of the reference at the time of the contract d. The reference's CURRENT contact coordinates (phone number, email address) <p>One of the client contacts will be chosen randomly by a member of the PCH evaluation team. The client contact will be invited to evaluate and score their experience with the Bidder using the point rated criteria RT3.1 to RT3.5 below.</p> <p>For additional details pertaining to reference checks, please refer to 4.1.1.3 Point Rated Technical Criteria - Reference Checks.</p>	Points only for RT3.1 – RT3.4	
RT3.1	<p>On a scale of 1 to 5 how would you rate the Bidder's overall service level compared to the standards in the contract?</p> <p>Rating scale:</p> <p>1 = Poor: service compared to standards is consistently inadequate and requires correction on a weekly basis</p> <p>2 = Below Average: Meets standards generally but is often in need of correction (more than weekly, less than monthly).</p> <p>3 = Average: Meets standards consistently with occasional instances of needing correction (more than monthly, less than annually).</p> <p>4 = Above Average: Meets standards consistently with few instances of needing correction (only a few times during the year).</p> <p>5 = Excellent: Meets standards consistently.</p> <p>The maximum number of points for this criterion is 5 points The minimum number of points to pass this criterion is 3 points</p>	/5	

<p>RT3.2</p>	<p>Was there ever a situation when you had to advise the Bidder that a contractual obligation was not being met or where there was a cleaning quality issue compared to the standards in the contract?</p> <p>Rating scale:</p> <p>5 points = There was never an instance of a cleaning quality issue</p> <p>4 points = The situation was addressed satisfactorily and required no further follow-up before the situation was resolved</p> <p>3 points = The situation was addressed satisfactorily but required some further follow-up before the situation was resolved</p> <p>2 points = The situation was addressed satisfactorily but required follow-up more than once before the situation was resolved</p> <p>0 points = The situation was NOT addressed satisfactorily</p> <p>The maximum number of points for this criterion is 5 points The minimum number of points to pass this criterion is 3 points</p>	<p>/5</p>	
<p>RT3.3</p>	<p>On a scale of 1 to 5, how would you rate the Bidder's ability to maintain quality cleaning standards (consistent, general appearance of cleanable area, appropriate products used, bathrooms well stocked, etc.).</p> <p>1 = Unsatisfactory 2 = Somewhat Satisfactory 3 = Satisfactory 4 = Very Satisfactory 5 = Excellent</p> <p>The maximum number of points for this criterion is 5 points The minimum number of points to pass this criterion is 2 points</p>	<p>/5</p>	

<p>RT3.4</p>	<p>On a scale of 1 to 5, how would you rate the Bidder's ability to respect the weekly/monthly /yearly schedules for routine cleaning.</p> <p>1 = Unsatisfactory 2 = Somewhat Satisfactory 3 = Satisfactory 4 = Very Satisfactory 5 = Excellent</p> <p>The maximum number of points for this criterion is 5 points The minimum number of points to pass this criterion is 2 points</p>	<p>/5</p>	
<p>TOTAL POINTS OBTAINED FROM THE POINT-RATED TECHNICAL CRITERIA (NB: the minimum overall pass mark is 10 points/53 points.)</p>		<p>/53</p>	

ATTACHMENT 2 TO PART 4 -CALCULATION OF TOTAL EVALUATED BID PRICE

- a. The Total Evaluated Bid Price of each bid will be completed by the Contracting Authority using the prices submitted in the Basis of Payment – Annex B, completed by the Bidders.
- b. The Firm All-inclusive Hourly Rates -for “As and When Required” cleaning, Covid-related cleaning and emergency cleaning work will not be included in the evaluation of price but these rates must be submitted in the Annex “B” – Basis of Payment with the bid.

1.0 Firm All-inclusive Price for Routine and Scheduled Cleaning

Metro “C” Building						
		B	C	D	E	F
Item	Period	Cleanable Area	Firm Rate per m2	Firm Monthly rate (B x C)	Number of Months	Firm Rate to be used for the financial evaluation (D x E)
1	INITIAL CONTRACT PERIOD February 1, 2023 to January 31, 2025	6,495 m2	\$	\$	24	\$
Total Evaluated Bid Price =						

2.0 Price Adjustments

Applying to each of the option year, prices will be adjusted annually by applying an economic indicator to the previous year’s prices. The annual average of the percentage change in the Core Consumer Price Index (CPI), as published by the Bank of Canada, will be used to determine the prices for year 2, and any option years exercised. The data used to calculate the annual average percentage change can be found at the following Bank of Canada webpage:

[Consumer Price Index, 2000 to Present - Bank of Canada](#)

The prices of the previous year will be multiplied by the “ % change” published for the twelve months period preceding the Standing Offer anniversary date (for the following year) or the month preceding the month in which the option is exercised.

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Bidders must provide the required certifications and additional information to be awarded a contract.

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority will render the bid non-responsive or constitute a default under the Contract.

5.1 Certifications Required with the Bid

Bidders must submit the following duly completed certifications as part of their bid.

5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, if applicable, the Integrity declaration form available on the Forms for the Integrity Regime website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

Refer to the section "Integrity Provisions" in Attachment 1 to Part 5, Certifications Precedent to Contract Award.

5.2 Certifications Precedent to Contract Award and Additional Information

The certifications and additional information listed below should be submitted with the bid but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame specified will render the bid non-responsive.

5.2.1 Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real property agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

Refer to the section "Integrity Provisions" in Attachment 1 to Part 5, Certifications Precedent to Contract Award.

5.2.2 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "[FCP Limited Eligibility to Bid](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" list (http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml) available from [Employment and Social Development Canada \(ESDC\) - Labour's](#) website.

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list at the time of contract award.

5.2.3 Offer of Services

In Section III of their bid, bidders must provide a completed Offer of Services Form included as Attachment 1 to Part 5

5.3 Additional Certifications Precedent to Contract Award

5.3.1 Status and Availability of Resources

SACC Manual clause [A3005T](#) (2010-08-16), Status and Availability of Resources

Refer to the section "Status and Availability of Resources" in Attachment 2 to Part 5.

5.3.2 Workman's Compensation

The Bidder must provide a copy of their Workplace Safety and Insurance Board of Ontario (WSIB) certificate (clearance certificate from WSIB).

ATTACHMENT 1 to PART 5, OFFER OF SERVICE

<i>(to be filled in by Bidder)</i>	
Bidder's full legal name	
Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)	Name
	Title
	Address
	Telephone #
	Fax #
	Email
Bidder's Procurement Business Number (PBN) <i>(see the Standard Instructions 2003)</i>	
Bidder's GST/HST/QST number	
Tax rate to be charged on any resulting contract	Specify percentage: _____ %
Jurisdiction of Contract: Province in Canada the bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)	
Former Public Servants See the Article in Part 2 of the bid solicitation for a definition of "Former Public Servant".	Is the Bidder a FPS in receipt of a pension as defined in the bid solicitation? Yes ____ No ____ If yes, provide the information required by the Article in Part 5 entitled "Former Public Servant Certification"
	Is the Bidder a FPS who received a lump sum payment under the terms of a work force reduction program? Yes ____ No ____ If yes, provide the information required by the Article in Part 5 entitled "Former Public Servant Certification"
Integrity Provisions (as per Part 5 of the bid solicitation)	Integrity Declaration Form An Integrity declaration form must be submitted only when: 2.1 The supplier, one of its affiliates or a proposed first-tier subcontractor has, in the past three years, been charged with or convicted of a criminal offense in a country other than Canada, that, to the best of the supplier's knowledge and belief, may be similar to one of the listed offences in the Ineligibility and Suspension Policy (the "policy"); and/or 2.2 The supplier is unable to provide any of the certifications required by the Integrity Provisions Click here to complete the form and instructions for its submittal.

	<p>List of names for integrity verification form</p> <p>Section 17 of the <i>Ineligibility and Suspension Policy</i> (http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) requires suppliers, regardless of their status under the policy, to submit a list of names with their bid or offer. The list differs depending on the bidder or offeror's organizational structure:</p> <ol style="list-style-type: none"> 1. Suppliers including those bidding as joint ventures, whether incorporated or not, must provide a complete list of the names of all current directors 2. Privately owned corporations must provide a list of the owners' names 3. Suppliers bidding as sole proprietors, including sole proprietors bidding as joint ventures, whether incorporated or not, must provide a complete list of the names of all owners 4. Suppliers that are a partnership do not need to provide a list of names <p>Suppliers may use this form to provide the list of names. Failure to submit this information, where required, will render a bid or offer non-responsive, or the supplier disqualified for award of a contract.</p> <p>Complete the form online, print, sign and attach it to the bid.</p>
<p>On behalf of the bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that:</p> <ol style="list-style-type: none"> 1. The bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation; 2. This bid is valid for the period requested in the bid solicitation; 3. All the information provided in the bid is complete, true and accurate; and 4. If the bidder is awarded a contract, it will accept all the terms and conditions set out in Part 7 -Resulting contract clauses, included in the bid solicitation. 	
<p>Signature of Authorized Representative of Bidder</p>	
	<p>_____</p> <p>Signature Date _____</p>

ATTACHMENT 2 to PART 5, STATUS AND AVAILABILITY OF RESOURCES**1. Status and Availability of Resources**

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

Signature of authorized representative

PART 6 – SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirement

1. Before award of a contract, the following conditions must be met:
 - a. the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
 - b. the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses;
 - c. the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. For additional information on security requirements, Bidders should refer to [the Industrial Security Program \(ISP\)](http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

6.2 Insurance Requirements

The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in Annex D.

If the information is not provided in the bid, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

PART 7 - RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

7.1 Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex "A".

7.2 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual)(<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

7.2.1 General Conditions

[2035 \(2022-05-12\)](#), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

7.2.2 Supplemental General Conditions

[4013 \(2022-06-20\)](#), **General Conditions – Compliance with on-site measures, standing orders, policies and rules**

The Contractor must comply and ensure that its employees and subcontractors comply with all security measures, standing orders, policies or other rules in force at the site where the Work is performed.

7.2.3 Supplemental General Conditions

[4014 \(2022-06-20\)](#), **Suspension of the work**

1. The Contracting Authority may at any time, by written notice, order the Contractor to suspend or stop the Work or part of the Work under the Contract for a period of up to 180 days. The Contractor must immediately comply with any such order in a way that minimizes the cost of doing so. While such an order is in effect, the Contractor must not remove any part of the Work from any premises without first obtaining the written consent of the Contracting Authority. Within these 180 days, the Contracting Authority must either cancel the order or terminate the Contract, in whole or in part, under section 29 entitled Default by the Contractor or section 30 entitled Termination for convenience of general conditions [2035 \(2022-05-12\)](#) – General Conditions - Higher Complexity - Services.
2. When an order is made under subsection 1, unless the Contracting Authority terminates the Contract by reason of default by the Contractor or the Contractor abandons the Contract, the Contractor will be entitled to be paid its additional costs incurred as a result of the suspension plus a fair and reasonable profit.
3. When an order made under subsection 1 is cancelled, the Contractor must resume work in accordance with the Contract as soon as practicable. If the suspension has affected the Contractor's ability to meet any delivery date under the Contract, the date for performing the part of the Work affected by the suspension will be extended for a period equal to the period of suspension plus a period, if any, that in the opinion of the Contracting Authority, following consultation with the Contractor, is necessary for the Contractor to resume the Work. Any equitable adjustments will be made as necessary to any affected conditions of the Contract.

7.3 Security Requirements

7.3.1 The following security requirements apply and form part of the Contract.

SITE ACCESS STATUS

1. The Contractor/Offeror personnel requiring access to sensitive work site(s) must EACH hold a valid **SITE ACCESS STATUS**, granted or approved by PCH.
2. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of PCH.
3. The Contractor/Offeror MUST NOT access or remove any **PROTECTED** information or assets from the identified work site(s), and the Contractor/Offeror must ensure that its personnel are made aware of and comply with this restriction.
4. The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce or store **PROTECTED** information.
5. The Contractor/Offeror must comply with the provisions of the Security Requirements Check List and security guide (if applicable), attached at Annex "C".

7.4 Term of Contract

7.4.1 Period of the Contract

The work is to be performed from February 1, 2023 to January 31, 2025.

7.4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to four (4) additional one (1) year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in Annex "B" - Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

7.5 Authorities

7.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Gregory Yarema
Procurement Specialist
Contracting and Materiel Management Directorate
Canadian Heritage
15 Eddy Street
Gatineau, QC K1A 0M5

E-mail: contrats-contracting@pch.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

7.5.2 Technical Authority:

The Technical Authority for this Contract is:

(To be identified at contract award)

The Technical Authority is the representative of the department for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the work under the Contract. The Technical Authority has no authority to authorize changes to the scope of the work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

7.5.2.1 Alternate Technical Authority:

The Alternate Technical Authority will act in the role of Technical Authority in the absence of the aforementioned Technical Authority above.

(To be identified at contract award)

7.5.3 Project Authority

The Project Authority for the Contract is:

(To be identified at contract award)

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority, however the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

7.5.3.1 Alternate Project Authority:

The Alternate Project Authority will act in the role of Project Authority in the absence of the aforementioned Technical Authority above.

(To be identified at contract award)

7.5.4 Contractor's Representative

(To be identified at contract award)

7.6 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

7.7 Payment

7.7.1 Basis of Payment - Firm Price

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm price as specified Annex "B" – Basis of Payment. Customs duties are included and Applicable Taxes are extra.

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work, unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

7.7.2 Method of Payment – Monthly Payment

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

- a. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all such documents have been verified by Canada;
- c. the Work performed has been accepted by Canada.

7.7.3 Electronic Payment of Invoices – Contract

The Contractor accepts to be paid using any of the following Electronic Payment Instrument(s):

- a. Direct Deposit (Domestic and International);

7.7.4 Invoicing Instructions

The Contractor must submit invoices in accordance with the section entitled “Invoice Submission” of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

- a. a copy of the release document and any other documents as specified in the Contract;

Invoices must be distributed as follows:

The original must be forwarded to the Project Authority identified under the section entitled “Authorities” of the Contract for certification and payment.

7.8 Certifications and Additional Information

7.8.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

7.9 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____ (*to be specified at contract award*).

7.10 Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (b) the supplemental general conditions 4013 (2022-06-20), Compliance with on-site measures, standing orders, policies and rules;
- (c) the supplemental general conditions 4014 (2022-06-20), Suspension of the work;
- (d) the general conditions 2035 (2022-05-12) General Conditions – Higher Complexity - Services;
- (e) Annex A, Statement of Work;
- (f) Annex B, Basis of Payment;
- (g) Annex C, Security Requirements Check List;
- (h) Annex D, Insurance Requirements;
- (i) the Contractor's bid dated _____, (*to be specified at contract award*)

7.11 Ontario Labour Legislation – Contract

1. The Contractor must keep records of its employees up to date and provide, within seven (7) days following a request from the Contracting Authority, the following information for each employee as provided for in section 77(2) of the *Employment Standards Act*, 2000, S.O. 2000, c. 41, and in *Ontario Regulation 287/01*:
 - a. the employee's name, residential address and telephone number;
 - b. the employee's job classification or job description;
 - c. the wage rate actually paid to the employee;
 - d. a description of the benefits, if any, provided to the employee including the cost of each benefit and the benefit period to which the cost relates;
 - e. the number of hours that the employee works in a regular work day and in a regular work week, or if the employee's hours of work vary from week to week, the number of the employee's non-overtime hours for each week that the employee worked during the thirteen (13) weeks before the date of the request for information;
 - f. the date on which the employer hired the employee;
 - g. any period of employment attributed to the employer under section 10 of the Act;
 - h. the number of weeks that the employee worked at the premises during the twenty-six (26) weeks before the request date. The 26-week period must be calculated without including any period during which the provision of services at the premises was temporarily discontinued, or during which the employee was on leave of absence under Part XIV of the Act;
 - i. a statement indicating whether either of the following subparagraphs applies to the employee
 - i. The employee's work, before the request date, included the provision of services at the premises, but the employee did not perform his or her job duties primarily at those premises during the thirteen (13) weeks before the request date.
 - ii. The employee's work included the provision of services at the premises, but the employee was not actively at work immediately before the request date, and did not perform his or her job duties primarily at the premises during the most recent thirteen (13) weeks of active employment.
2. In addition to the above information, the Contractor must provide, within seven (7) days following a request from the Contracting Authority, an up-to-date copy of the collective agreement regarding the employees at the premises or, if no collective agreement exists for these premises, a copy of the union certificate regarding these employees or, if no union certificate was issued, a copy of any pending union application if it exists.
3. The Contractor must immediately provide the Contracting Authority with updated information if changes occur between the date the information requested by the Contracting Authority is provided and the expiry date of the Contract.
4. The Contracting officer will provide the information described above, with the exception of 1.(a) to potential bidders for a future contract for those services relating to the premises.

7.12 Insurance – Specific Requirement

The Contractor must comply with the insurance requirements specified in Annex D. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. For Canadian-based Contractors, coverage must be placed with an Insurer licensed to carry out business in Canada, however, for Foreign-based Contractors, coverage must be placed with an Insurer with an A.M. Best Rating no less than "A-". The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

7.13 Official Languages

The Department is under the obligation to respect the spirit and the letter of the Official Languages Act R.S.1985,C.31 (4th Suppl.). It is therefore imperative that the Contractor when representing the Crown ensures that verbal communications are in the preferred official language of the participants. Written communications will be in the language(s) of the participants and must be submitted to the Project Authority before they are issued. If participants are required to communicate by telephone with the Contractor or his/her representatives, the Contractor must ensure that all persons, including receptionists and other contacts who will be receiving these calls, are bilingual.

7.14 Green Procurement

The Contractor should make every effort to ensure that all documents prepared or delivered under this contract are printed double-sided on Ecologo certified recycled paper or on paper with equivalent post-consumer recycled content, to the extent it is procurable.

It is desirable that the Contractor, in provisioning the Service, procure electronic equipment, such as computer equipment, peripherals and telephony equipment, that meet the most current ENERGY STAR technical specifications for energy efficiency and other environmental specifications such as ISO 14000, WEEE, RoSH, EPEAT and IEEE 1680 standards, without reducing the service quality and effectiveness, whether this equipment is owned by the Contractor or procured by the Contractor for GC customers.

It is desirable that the Contractor, in provisioning the Service, procures equipment and implements solutions that minimize the overall energy use without reducing the service quality and effectiveness, whether this equipment is owned by the Contractor or procured by the Contractor for GC customers.

It is desirable that the Contractor abide by the guidelines set by the Electronics Product Stewardship Canada's organization for the disposal and recycling of electronic products owned by the Contractor and used to deliver the Service whether this equipment is located on the Contractor's premises or on GC customer premises.

7.15 Dispute Resolution

- a. The parties agree to maintain open and honest communication about the Work throughout and after the performance of the contract.
- b. The parties agree to consult and co-operate with each other in the furtherance of the contract and promptly notify the other party or parties and attempt to resolve problems or differences that may arise.
- c. If the parties cannot resolve a dispute through consultation and cooperation, the parties agree to consult a neutral third party offering alternative dispute resolution services to attempt to address the dispute.
- d. Options of alternative dispute resolution services can be found on Canada's Buy and Sell website under the heading "[Dispute Resolution](#)".

7.16 Contract Administration

The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an impartial, independent venue for Canadian bidders to raise complaints regarding the administration of certain federal contracts, regardless of dollar value. If you have concerns regarding the administration of a federal contract, you may contact OPO by e-mail at boa.opo@boa-opo.gc.ca, by telephone at 1-866-734-5169, or by web at www.opo-boa.gc.ca. For more information on OPO's services, please see the [Procurement Ombudsman Regulations](#) or visit the [OPO website](#).

ANNEX "A" - STATEMENT OF WORK

1 Title

Janitorial Services for the Canadian Conservation Institute

2 Background

2.1 Objective

The Department of Canadian Heritage (PCH) requires the provision of Janitorial Services including all labour, material, supplies and equipment at the Canadian Conservation Institute (CCI) located at 1030 Innes Road, Ottawa, Ontario K1B 2S7. The services must be provided in accordance with the specifications attached in Appendix B "Tasks, Deliverables and Specifications".

2.2 Context

The Canadian Conservation Institute is a Special Operating Agency within PCH. The Institute was created in 1972 to promote the proper care and preservation of Canada's movable cultural heritage and to advance the practice, science and technology of conservation. On behalf of heritage institutions in Canada, CCI's primary role is to acquire, conserve, research, communicate and exhibit permanent heritage collections that are accessible to the Canadian public.

CCI fully occupies a leased building located near the corner of Innes Road and St. Laurent Boulevard in the southeast sector of the City of Ottawa called the "Metro C building". Originally constructed for use as a warehouse in the 1974/75 period, the Metro C building was subsequently leased and fit-up by the federal government as a special-purpose facility for archaeological and historical artifacts and fine art restoration.

The building is made up of one floor and a partial second floor with no basement. The space consists of offices (26%), laboratory facilities (58%), storage (4%) and process space (12%). The total area that would require Janitorial Services as a result of this contract would represent 6,495 m².

3 Language of Work

All employees of the Contractor must be able to communicate in at least one of Canada's official languages.

4 Support provided by PCH

- a) At the beginning of each shift, PCH will provide an access card to gain access to locations where work is to be performed.
- b) Keys when required to gain access to locations where work is to be performed
- c) Storage space will be provided for the containment of the Contractor's equipment/supplies. The Contractor must use these facilities exclusively and must not store equipment or supplies elsewhere on site.
- d) Electricity and hot and cold water required by the Contractor in the execution of janitorial services.

5 TASKS, DELIVERABLES AND SPECIFICATIONS

Janitorial Services for the Canadian Conservation Institute Located at:

METRO "C" BUILDING
1030 Innes Road
Ottawa, Ontario K1B 4S7

Section 1 – SPECIAL CONDITIONS

1. Site of Work
2. Building Cleaning
3. Staffing
4. Health and safety
5. Security
6. Building maintenance
7. Cleaning products and equipment
8. Uniforms
9. Assigned space
10. Record
11. Excluded areas and equipment
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Section 2 – OPERATIONS AND FREQUENCY

- 1) Outside
- 2) Floors (all types)
- 3) Entrances, exits, halls, ground floor elevator lobbies and adjacent corridors
- 4) Elevators
- 5) Stairways and landings
- 6) Miscellaneous
- 7) Washrooms
- 8) Locker rooms

- 9) Showers
- 10) Dining areas
- 11) Kitchens, kitchenettes, dining rooms and rest areas
- 12) Furniture and accessories
- 13) Curtains and blinds
- 14) Whiteboards
- 15) Waste bins
- 16) Interior Glass
- 17) Walls, partitions, baseboards and ceilings
- 18) Doors and door frames
- 19) Firefighting equipment and systems
- 20) Electronic data processing areas
- 21) Contractor's premises
- 22) Goods receiving areas
- 23) Garbage and recycling rooms or areas
- 24) Paper-saving containers, recycling bins and multi-purpose facilities
- 25) Additional activities and frequency

Appendix A to Section 2 – Annual Cleaning Schedule

Section 3 – Glossary and Quality Standards

- 1) Definition of terms
- 2) Quality standards

SECTION 1: SPECIAL CONDITIONS

1. Site of Work

1.1 Site of Work

Canadian Conservation Institute
 1030 Innes Road, Ottawa, Ontario
 K1B 4S7

1.2 Building Description

The building is made up of one floor and a partial second floor with no basement. The space consists of offices (26%), laboratory facilities (58%), storage (4%) and process space (12%). The total area that would require Janitorial Services as a result of this contract would represent 6,495 m².

1.3 Type and % of flooring:

Type of Floor	Approximate % of surface
Carpets	0.2%
Ceramic	1%
Concrete	0.2 %
Resilient Vinyl	0.1%
Terrazzo	0.1%
Marmoleum (a type of linoleum manufactured by Forbo)	98.4%

1.4 Composition of building

Square meters	6 495 m ²
Number of occupants	80-100
Number of washrooms	3 men's 3 women's 1 unisex 1 Mobility reduced
Number of shower rooms	1 men's 1 women's
Elevators	1 passenger 1 freight

1.5 Site Authority

All services must be performed in the scope of work, and no additional work can be undertaken without the written approval of the Technical Authority or the Alternate Authority as named in this contract (unless specified below). PCH may name a designate to replace the Technical or the Alternative Technical Authority in an emergency or unforeseen situation.

1.6 Materials, Equipment and Supplies

Materials and equipment required for the performance of the contract, such as mobile floor machines, “caution - wet floor” cones, all bags including garbage, compost and recycling bags, vacuum cleaners, brooms, mops (wet and dry), ladders, dusting cloths, pails, scrubbing brushes, cloths, scrapers, soaps, scouring materials, detergents, ashtray sand, spray deodorants, disinfectants, polishing materials, such as waxes and applicators, etc., must be supplied by the Contractor. The Contractor is responsible to ensure that adequate supplies are available and on site at all times.

Washroom supplies consisting of toilet paper, hand soap, liquid soap, paper hand towels, deodorizers (pucks) for urinals, plastic green and clear garbage/compost bags, instant hand sanitizer and instant hand sanitizer dispensers must be provided by the Contractor.

2. Building cleaning

2.1 Routine cleaning

- a. Routine cleaning must be done between 6 a.m. and 3:30 p.m., Monday to Friday.
- b. The Contractor must ensure that at least one member of their staff is always on site during these hours.

2.2 Scheduled cleaning

- a. Appendix A in Section 2 provides a schedule of the work to be done over a one year period starting in January and ending in December; the work must be done by the Contractor during the prescribed months and in accordance with the schedule.
- b. Scheduled cleaning must be done on Saturdays and Sundays between 8 a.m. and 5 p.m.
- c. Before beginning Scheduled cleaning work, the Contractor must submit a detailed schedule of the work for approval to the Technical Authority by email. The Contractor must also advise the Technical Authority as soon as the work is completed by email.

2.3 “As and When Required” cleaning, Covid-related additional cleaning and emergency cleaning work:

- a. Consists of any cleaning task of an immediate urgent nature resulting from accidents or other unforeseen causes and which are not covered elsewhere in this specification. These tasks must be requested and approved by the Technical Authority or designate. These situations may occur during work hours, outside of work hours and on statutory holidays as defined in this contract.
- b. For cleaning work identified by the Technical Authority as being Covid-related, the Contractor must use appropriate cleaning products and methods as approved by the Technical Authority to assure the safety of the Contractor’s personnel as well as anyone else using the building.
- c. In the case of a situation requiring emergency cleaning work the Technical Authority will contact the Contractor by telephone to alert them to the situation. The Contractor must be able to respond to emergency calls 24 hours a day, 7 days a week and be on site within 2 hours of the call.
- d. The cost of “As and when required”, Covid-related additional cleaning and emergency cleaning work must be determined on a case-by-case basis using the rates provided in the price table in the Basis of Payment.
- e. The Site Supervisor must inform the Technical Authority or designate of the length of time in hours to complete the “as and when required”, Covid-related additional cleaning or emergency cleaning. The Technical Authority or designate can give immediate verbal approval at this time but the Contractor must submit a written quote to the Technical Authority for this work within 48 hours. A separate invoice must be submitted within 30 days of completion of work.

2.4 Replacement of the floor surface:

The rate(s) in the basis of payment of the present contract will be neither increased nor decreased if any of the present floor surfaces are replaced by another type of surface.

2.5 Statutory Holidays

If one of the days scheduled in for cleaning falls on a statutory holiday, the Contractor will perform the cleaning operations on the previous or following working day.

NB: please refer to Section 3: Glossary and Quality Standards for a list of the dates that are considered Statutory Holidays for this contract.

2.6 Quality Standards

2.6.1 General instructions

Work will be inspected periodically by the Technical Authority to determine if it is acceptable. The Contractor will be invited on short notice to attend these inspections. Attendance by the Contractor's representative at these inspections is not mandatory. A written report from an inspection will be sent to the Contractor for action if the Contractor is absent at the inspection.

2.6.2 Any inspection report on quality assurance that does not meet departmental specification standards for Janitorial Services for any part of the building can lead to corrective actions.

2.6.3

The Contractor must note any damage discovered during the execution of cleaning routines such as blocked drains, urinals, sinks, toilets, etc., (which the Contractor is unable to clear), broken mirrors, windows, or other such damage. All damage, requiring maintenance, or other incidents shall be reported immediately to the Technical Authority in writing by email.

3. Staffing

3.1 The Contractor must provide an adequate number of personnel to perform all the janitorial services set out in Section 2 of these specifications.

3.2 The Contractor must ensure all staff working on site have received site-specific WHMIS training prior to the employees commencing work.

3.3 The Contractor must provide the Technical Authority with a telephone number and an email address for complaints and/or special instructions during working days. The Contractor must also provide the Technical Authority with a telephone number that will be responded to 24 hours a day, 7 days a week, 365 days a year for emergency cleaning.

3.4 The Contractor must provide an on-site supervisor who will be available on site during working hours. This resource must be authorized to represent the Contractor regarding day-to-day janitorial operations such as attending inspections, acting on inspection reports for corrective action, correcting unsatisfactory situations signaled by the Technical Authority, taking immediate action to address emergency and other clean-ups, etc.

- 3.5 If the on-site non-working supervisor must be absent during working hours, the Contractor must designate another employee to fulfil this role temporarily.
- 3.6 The onsite supervisor or the designated, temporary replacement must be reachable at all times by cellular phone during working hours and the phone number must be provided to the Technical Authority. NB: any expenses associated with the acquisition of or the use of this cellular phone are the responsibility of the Contractor.
- 3.7 All personnel must take a short mandatory training concerning work and site-related risks as well as preventive measures in CCI laboratories. This training will be provided by laboratory staff during working hours once at the start of the contract and on an ad-hoc basis if a new employee is assigned to work on the premises.

4. Health and safety

- 4.1 The Contractor must comply with all health and safety measures related to accident prevention and fire risks recommended by the national and provincial codes and/or required by competent authorities as to materials, work habits and procedures. Furthermore, Workplace Hazardous Materials Information System (WHMIS) training must be provided to employees who will be working on the premises.
- 4.2 The Contractor must ensure that all material or equipment used to provide the service is in good condition. The Technical Authority reserves the right to remove from service any material considered unsafe, inappropriate or defective. It is the Contractor's responsibility to replace material by the next work day.
- 4.3 The Contractor must do the work in compliance with the Canadian Labour Code, Part II, provincial/territorial laws governing occupational health and safety, the National Fire Code of Canada, relevant occupational provincial/territorial laws and regulations and municipal regulations. When federal, provincial or municipal provisions treat the same subject matter differently, the Contractor must comply with the strictest provisions

5. Security

- 5.1 Only those employees whose names are on the Contractor's pay list, who meet the security requirements of the Contract will be admitted on the work site. No other person accompanying employees, or who does not have a valid security clearance confirmed by PCH Security Services will be admitted to the site.
- 5.2 All maintenance employees and the Contractor must, no matter what the time, enter their arrival and departure times in the register or on the time sheets available at the security checkpoint or at another designated place..
- 5.3 Authorized employees will be provided with an identification and access card that they must wear in sight at all times.
- 5.4 No photos, videos or audio recordings are permitted on the work site. This includes photos or videos of artefacts, conservation work in progress, laboratories, and any publications or material located in the library and file room.
- 5.5 The Contractor's maintenance employees may be questioned on security-related issues.
- 5.6 All keys or access cards left with the Contractor and/or the Contractor's employees must be protected at all times and be returned to the Technical Authority when requested.

5.7 All parts of rooms, private offices and general office areas that have been unlocked by the Contractor's employees must be locked once the work is finished.

6. Building maintenance

6.1 The Contractor's staff must advise the Technical Authority of any anomalies other than those related to janitorial service noted during the delivery of services.

7. Cleaning products and equipment

7.1 The Contractor must provide cleaning equipment and products required for the delivery of janitorial services described in Section 2 and must use only ecological products, such as those with the Eco-Logo (Canada) or the Green Seal (U.S.A.) symbol.

7.2 All products must be suitable to the surfaces to be cleaned, be used according to the manufacturer's instructions and be brought on site in the manufacturer's original unopened containers. The Technical Authority may order the Contractor to stop using a product considered unacceptable and to replace it with another that is mutually acceptable.

7.3 The Contractor must ensure that all controlled products used on the job are classified and labelled according to the Workplace Hazardous Materials Information System (WHMIS).

7.4 A binder containing copies of the data sheets (DS) must be maintained on the site, and then updated as new products are purchased. The binder must be available on demand for consultation by the Technical Authority.

7.5 The products used must not emit strong odours.

8. Uniforms

8.1 All cleaning staff must wear the following uniform:

- Shirt and matching trousers, coveralls or an industrial-type lab coat. The company's name or insignia must appear on the shirt, coveralls or lab coat.
- Uniforms worn by the staff must always be clean.
- Workers who do not wear the appropriate uniform may be considered unfit for work and be sent home, at which time the Contractor will be advised and asked to provide a replacement to ensure work is completed.

9. Assigned space

9.1 The Technical Authority will provide 2 rooms with sinks and storage space for the use of the Contractor.

9.2 The Contractor must not list, publish, or use in any way for commercial purposes, the address of a building leased by or belonging to the Government of Canada.

9.3 The Government of Canada is not responsible for cleaning material and products belonging to the Contractor that are damaged in the building, or for the personal belongings of the Contractor's employees.

10. Record

The Contractor must keep a logbook in the building that records all the monthly cleaning jobs that are planned and completed. The record must be kept on site and always be available to the Technical Authority who may consult it for inspection or other purposes. The logbook must also contain the Material Safety Data Sheets.

11. Excluded areas and equipment

Mechanical and electrical areas, laboratory benching and sinks (except if empty and clear of any objects), fixed and mobile laboratory equipment, photocopiers, calculators, computer equipment, employee desktops and workshop material.

12. Lighting, heating, electricity, and water

The Government of Canada will provide the reasonable lighting, heating, electricity, and hot and cold water services required for the execution of the work. The Contractor must ensure all lights not designated for safety and security are turned off after cleaning operations are completed.

13. Elevators

If required, the Contractor may use elevators and freight elevators, but they must be used safely.

SECTION 2: OPERATIONS AND FREQUENCY

1. Outside

1.1 Daily cleaning:

- Clean and polish the outside metal letter slots, aluminum trim, metal embellishments, entrance doors and push bars.
- Clean both sides of the windows and entrance door frames and other exits.
- Sweep and remove litter (cigarette butts, papers, dead leaves, etc.) from the entrances, handicap ramps, loading platforms, terraces and stairways.
- Empty the contents of ashtrays, urns and receptacles for cigarette butts into a separate metal container.
- Replace the silica sand in the cigarette butt urns as needed.
- Empty the waste containers and wipe the inside and the outside with a damp cloth. Provide and insert new plastic bags of the right size.

1.2 Weekly cleaning (Friday):

- Clean both sides of windows and frames, side and entrance windows, and transom windows.

2. Floors (all types)

2.1 General instructions

- Provide and install visible bilingual "DANGER" or "CAUTION" signs when washing the floors.
- Do not place seats, wastepaper baskets, etc. on desks, tables or workbenches when engaged in washing operations.

NB: please refer to "25. Additional activities and frequency" as the specific cleaning instructions for certain areas of the facility may be different from those described in articles 1 to 24.

2.2 Floors - resilient floor covering

2.2.1 Daily cleaning

- Sweep and clean all floors with a damp mop.

2.2.2 Weekly cleaning (Friday)

- Spray buff all floors.

2.2.3 Scheduled cleaning

- Wash the floors with a brush and refinish as set down in Appendix A.

2.3 Floors - vitreous and quarry tile

2.3.1 General instructions

- Sweep and clean all floors with a damp mop.
- Wash and polish all floors every week (Wednesday).

2.3.2 Scheduled cleaning

- Wash the floors with a brush and refinish as set down in Appendix A.

2.4 Floors - concrete

2.4.1 Work areas:

2.4.1.1 Daily cleaning

- Sweep and clean all floors with a vacuum cleaner and a damp mop.

2.4.1.2 Monthly cleaning (first week of each month)

- Wash all the floors

2.4.2 Storage areas

2.4.2.1 Monthly cleaning (on request)

- Sweep and wash the floors.

2.4.3 Scheduled cleaning.

- Strip and seal unpainted floors as per Appendix A.

2.5 Carpeting and rugs

2.5.1 General instructions

- 2.5.1.1 The Contractor must use industrial-type vacuum cleaners with the following features:
- maximum noise level 60 dB;
 - particle filter with a maximum of 0.3 micron (HEPA type);
 - minimum 90.2 inches of water lift;
 - motorized brush;
 - floor and furniture accessories.
- 2.5.1.2 The Contractor must use a single speed commercial rotating brush polisher with a solution tank, with the following feature:
- maximum speed of 175 revolutions per minute.
- 2.5.1.3 The Contractor must use an industrial type high-performance hot water extractor with the following features:
- a solution pump with a capacity of at least 110 lb per square inch;
 - at least 137 inches of water lift;
 - at least 10 gallons of solution suction;
 - a recovery tank containing at least 14.5 gallons.
- 2.5.1.4 Cut frayed material while vacuuming.
- 2.5.1.5 Every day, as needed, remove stains, dirt and chewing gum from carpeting and rugs using methods and solutions approved for that type of carpet. Inform the Technical Authority of stains that cannot be removed by the usual means, as well as damaged spots on carpeting and rugs.
- 2.5.2 Offices/office areas
- 2.5.2.1 Daily cleaning
- Pick up litter (bits of paper, wrappings, paper clips, elastics, etc.).
- 2.5.2.2 Weekly cleaning
- Vacuum the hallways every Tuesday.
 - Vacuum all carpeting and all rugs every Friday or the preceding or following work day if Friday falls on a statutory holiday.
- 2.5.3 Conference rooms, corridors and elevator lobby
- Vacuum every day.
- 2.5.4 Scheduled cleaning.
- Clean all carpets and all rugs with a dry foam shampoo followed by light hot water extraction, in accordance with Appendix A. Note that carpets in high traffic areas are to be cleaned at a different time as detailed in Appendix A.
- 2.6 Door mats: entrance and loading dock
- 2.6.1 General instructions
- The Contractor must use an industrial type wet-dry vacuum cleaner equipped with the appropriate accessories and with sufficient suction force to remove humid or dry sand, water, etc. from the mats.
 - The mats must be in place from November 1 to April 30 inclusively. Based on weather conditions, the Technical Authority may extend or shorten the period. The loading dock mat must be in place year-round.
 - PCH will provide the door mats and the Contractor will install, maintain, remove, and clean them on both sides and, when they are not in use, store them in a designated place.

- Roll up the mats to clean the floors. Clean the underside of the mats before putting them back in place.
- The number, types, dimensions and placing of the mats will be determined by the Technical Authority.
- Before storing the mats, clean each one with a dry foam shampoo followed by hot water extraction and dry.

2.6.2 Daily cleaning

- Vacuum the mats between 9 AM and 2 PM. In bad weather, vacuum more often, if necessary.

2.6.3 Weekly cleaning (Friday)

- Clean all door mats with a dry foam shampoo followed by hot water extraction, after 5 PM.

3. Entrances, exits, halls, ground floor elevator lobbies and adjacent corridors

3.1 General instructions

- Remove all litter.
- Clean all the furniture as set down in Section 2, Article 12. below

3.2 Daily cleaning

- Clean both sides of glass doors.
- Remove gum and other foreign objects.
- Sweep, wash and spray buff the floors. In bad weather, use a damp mop more often.
- Vacuum all the floors.

3.3 Clean the glass and the frames of display panels. Weekly cleaning (Friday)

- Clean both sides of glass windows as well as all the frames.

3.4 Monthly cleaning (third week of each month)

- Remove foot grills and clean the drain pan and the drain.

3.5 Scheduled cleaning

- Wash the floors with a brush and refinish them as set down in Appendix A.

4. Elevators

4.1 Daily cleaning

- Clean the inside and the outside of the cabs, the doors, door frames and walls, including the surface of the control panels.
- Brush and vacuum the thresholds and the slide rails.
- Sweep and use a damp mop on the floors without carpets.
- Vacuum the floors.

4.2 Monthly cleaning (first week of each month)

- Clean the rugs with a dry foam shampoo followed by hot water extraction.

4.3 Scheduled cleaning

- Wash the floors with a brush and refinish them as set down in Appendix A.

5. Stairways and landings

- 5.1 Daily cleaning (from the second floor, towards the first)
 - Sweep and clean the stairs and the landings with a damp mop.
 - Dust the banisters, balusters, baseboards, stringers and ledges.
- 5.2 Monthly cleaning (second week of each month)
 - Clean the banisters, balusters, baseboards, risers, stringers and ledges.
- 5.3 Scheduled cleaning
 - Strip the surfaces of resilient floor coverings and finish them as set down in Appendix A.
 - Strip and seal unpainted concrete and finish as set down in Appendix A.

6. Miscellaneous

- 6.1 General instructions
 - The Contractor must use industrial portable backpack vacuums with the following features:
 - maximum noise level of 60 dB;
 - particle filter with a maximum of 0.3 micron (HEPA type);
 - minimum 100 inches of water lift;
 - appropriate accessories.
- 6.2 Daily cleaning
 - Wipe public telephones with a damp cloth.
 - Dust countertops and remove stains from the glass.
- 6.3 Weekly cleaning (Monday)
 - Clean the frames and the glass of bulletin boards and display panels.
 - Clean the glass countertops and remove ribbons and traces of adhesive.
- 6.4 Monthly cleaning (first week of each month)
 - Clean and polish all metal decorative surfaces.
 - Wipe window ledges, radiators and convector covers with a damp cloth.
- 6.5 Scheduled cleaning
 - Use an industrial back pack vacuum on edges, partition tops, shelves, visible airways, pipes and other elevated surfaces, including the tops of suspended lighting fixtures and ducts set at a height of 1.8 metres or more, as set down in Appendix A.
 - Clean the air intake and distribution grilles as set down in Appendix A. (Do not remove the air intake and distribution grilles during the cleaning).

7. Washrooms

- 7.1 General instructions
 - The Contractor must provide paper towels, two-ply toilet paper and scent free soap in all washrooms. The Technical Authority has the right to ask the Contractor to replace it by another brand if the one used is deemed unsatisfactory.
 - Make a cleaning tour of all washrooms twice a day at 10:30 a.m. and 2 p.m.

NB: Paper towels and toilet paper must be composed of at least 30% recycled material.

7.2 Daily cleaning

- Sweep and clean all floors with a damp mop.
- Dust partition tops.
- Remove waste caught in urinal grilles.
- Clean both sides of toilet seats, the inside and outside of the toilet bowl, urinals and sinks.
- Clean the faucets, dispensers, door labels and flush mechanisms.
- Clean the toilet tanks, shelves, edges, mirrors, window sills and visible pipes.
- Remove stains from walls, partitions and doors.
- Empty, wash and disinfect sanitary bins. Provide and install new wax bags of the right size.
- Empty waste containers and wipe inside and outside with a damp cloth. Provide and install new plastic bags of the right size.
- Replenish toilet paper and paper towels.
- Fill soap dispensers when necessary. NB: the Contractor must keep a small inventory of replacement "pump activated" soap dispensers to be available when necessary for CCI to install.
- Fill hand sanitizer dispensers when necessary. NB: the Contractor must keep a small inventory of "pump activated" replacement hand sanitizer dispensers to be available when necessary for CCI to install.

7.3 Weekly cleaning (Monday)

- Spray buff resilient floor coverings.

7.4 Monthly cleaning (last week of each month).

- Empty a pail of clean water into the floor drains.
- Machine wash vitreous and quarry tiles and concrete floors and wash the resilient floor coverings.
- Wash and disinfect waste bins.
- Wash both sides of partitions and their doors.
- Clean all vent grilles.

7.5 Scheduled cleaning

- Brush and refinish resilient floor coverings as set down in Appendix A.
- Strip resilient floor coverings and refinish as set down in Appendix A.
- Strip vitreous and quarry tiles and refinish as set down in Appendix A.
- Strip and seal concrete floors as set down in Appendix A.
- Wash the ceilings as set down in Appendix A.
- Wash the walls as set down in Appendix A.

8. Locker rooms

8.1 Daily cleaning

- Empty wastebaskets.
- Sweep and clean all floors with a damp mop.
- Remove stains from walls, doors and door frames.

8.2 Weekly cleaning (Friday)

- Wash the floors.
- Spray buff resilient floor coverings.
- Dust outside surfaces of lockers, including the tops. Remove marks and stains from the front and the sides.

8.3 Monthly cleaning (second week of each month)

- Machine wash and rinse vitreous and quarry tiles.
- Wash metal windowsills and sides.

8.4 Scheduled cleaning

- Wash the outside of lockers and the inside of empty lockers as set down in Appendix A.
- Brush and refinish resilient floor coverings as set down in Appendix A.
- Strip resilient floor coverings and refinish as set down in Appendix A.
- Strip vitreous and quarry tiles and refinish as set down in Appendix A.

9. Showers

9.1 Daily cleaning:

- Remove pieces of soap.
- Wipe walls with a cloth.
- Brush floors and duckboards.
- Polish faucets and shower heads.

9.2 Weekly cleaning (Wednesday)

- Wash the walls, shower curtains and shower doors to remove soap residue.
- Wash the floors with a brush to remove soap residue.

9.3 Yearly cleaning

- Provide and replace shower curtains (of water-resistant cloth of good quality) in all shower cabinets.

10. Dining areas

10.1 General instructions

- This paragraph applies only to dining areas in front of the counter and does not refer to furniture.
- Make a cleaning tour twice a day at 10 a.m. and 2 p.m.

10.2 Daily cleaning

- Clean spilled substances.
- Sweep and clean all floors with a damp mop.
- Empty, wash and disinfect wastebaskets and waste containers and replace plastic bags.
- Empty multi-purpose recycling containers and replace plastic bags with new ones in transparent plastic.

10.3 Weekly cleaning

- Spray buff floors (twice a week).
- Clean the tops of refrigerators, micro-wave ovens and distributing machines.

11. Kitchens, kitchenettes, dining rooms and rest areas

11.1 General instructions

- Make a cleaning tour twice a day, at 10 a.m. and 2 p.m.

11.2 Daily cleaning

- Dust all surfaces.
- Clean furniture, tables, chairs, sinks, etc.
- Sweep and clean all floors with a damp mop.
- Provide and fill soap distributors and paper towels.
- Empty, wash and disinfect wastebaskets and waste containers and replace plastic bags.
- Remove stains from walls, doors and the outside of cabinets.
- Remove stains from all appliances.

- 11.3 Weekly cleaning (Friday)
- Spray buff the floors.
 - Clean the tops of refrigerators, stove hoods and appliances (including microwave ovens).

- 11.4 Scheduled cleaning
- Brush floors and refinish as set down in Appendix A.
 - Wash the walls as set down in Appendix A.

12. Furniture and appliances

- 12.1 Preliminary directives
- Cleaning staff must not move any paper or file left on a piece of furniture.

- 12.2 Daily cleaning
- Dust all furniture in the conference room and the administrative office and remove stains.
 - Wipe tables and countertops with a damp cloth and remove stains from the trimming.

- 12.3 Weekly cleaning (Wednesday)
- Dust surfaces and remove stains.
 - Dust empty shelves, photographs and wall hangings (except paintings and art objects).
 - Clean and polish the furniture in the conference room and the administrative office.
 - Clean the base of floor-standing partitions.
 - Clean the inside of closets.
 - Wash boot trays and shelves.
 - Clean glass and wood partitions.

- 12.4 Monthly cleaning (third week of each month)
- Vacuum all upholstered furniture.
 - Remove all stains and chewing gum from upholstered furniture.

- 12.5 Scheduled cleaning
- Clean all leather, vinyl, leatherette and upholstered furniture as set down in Appendix A.
 - Vacuum padded standing partitions as set down in Appendix A.

13. Curtains and Blinds

- 13.1 Scheduled cleaning
- a. Dust or vacuum blinds as set down in Appendix A.
 - b. Vacuum curtains as set down in Appendix A
 - c. Wipe blinds with a damp cloth as set down in Appendix A.

14. Whiteboards

- 14.1 General instructions
- The cleaning staff must not touch boards on which something is written.

- 14.2 Daily cleaning
- Clean whiteboards with a dry cloth.
 - Clean chalk holders.
 - Vacuum erasers.

15. Waste bins

15.1 General instructions

- In the waste bins, provide and install plastic bags of the right size when they are dirty or torn.

15.2 Daily cleaning

- Empty the waste bins and clean inside and outside surfaces with a damp cloth.

15.3 Scheduled cleaning

- Wash and disinfect inside and outside surfaces of waste bins as set down in Appendix A.

16. Interior glass

16.1 Daily cleaning

- Remove adhesives and stains from all the glass parts of doors, partitions, furniture, book stands, mirrors, deflectors and bulletin boards.

16.2 Monthly cleaning

- Clean mirrors and both sides of glass doors.

16.3 Scheduled cleaning

- Clean both sides of glass partitions as set down in Appendix A.
- Clean and polish both sides of the glass parts of bookstands, convex mirrors and deflectors as set down in Appendix A.

17. Walls, partitions, baseboards and ceilings

17.1 Daily cleaning

- Remove stains from walls and partitions.
- Remove spider webs from the ceiling.

17.2 Weekly cleaning (Wednesday)

- Dust walls, columns and frames.
- Remove stains from walls, columns and partitions covered in fabric or carpeted.
- Dust baseboards, ledges and mouldings.

17.3 Scheduled cleaning

- Wash walls, columns, frames and baseboards as set down in Appendix A.
- Vacuum walls, columns and partitions covered in fabric or carpeted as set down in Appendix A.
- Clean and polish wood-panelled walls, as set down in Appendix A.

18. Doors and door frames

18.1 Daily cleaning

- Clean stains on doors and door frames.
- Dust door grilles.

- 18.2 Monthly cleaning (third week of each month)
- Clean push bars, toe guards and finger plates.
 - Wipe doors and door frames with a damp cloth.
 - Wash door grilles.

19. Fire-fighting equipment and systems

- 19.1 Monthly cleaning (second week of each month)
- Clean the inside and outside of the fire closet, including glasswork and accessories.
 - Clean or polish extinguishers.

20. Electronic data processing areas \ Server room

- 20.1 General instructions
- The Contractor must maintain floor tiles as set down in the manufacturer's specifications, available from their website.
- 20.2 Weekly cleaning (Friday)
- Vacuum and clean the whole floor with a damp mop.
 - Empty the trash bins.
 - Wash and disinfect the garbage cans.
 - Wash doors and door frames.
 - Dust furniture and shelving.
- 20.3 Scheduled cleaning
- Clean the inside and outside of lamps, including diffusers as per Appendix A.
 - Clean air intake and diffuser grilles, as set down in Appendix A.

21. Contractor's premises

- 21.1 General instructions
- Maintain in the same way as the corresponding areas in the specifications.
 - Keep all equipment and all products clean and in order.
 - Maintain floors and accessories as set down in article 7 (Washrooms).
- 21.2 Monthly cleaning (last week of each month)
- Wash walls and shelving.

22. Goods Receiving Areas

- 22.1 Daily cleaning
- Clean the floors in the same way as corresponding floors in the specifications.
- 22.2 Weekly cleaning
- Wash the doors and door frames.
- 22.3 Monthly cleaning (last week of each month)
- Dust walls and doors.

23. Garbage and recycling rooms or areas

23.1 General instructions

- Place the plastic bags or the trash bins full of garbage at the pick-up point before the scheduled time of the pick-up.

23.2 Daily cleaning

- Empty all garbage into plastic bags or waste containers, according to the system used.
- Sweep and clean the floor with a damp mop after picking up the garbage.

23.3 Weekly cleaning (after picking up the garbage or the recycling material)

- Wash and disinfect walls and floors.

24. Paper-saving containers, recycling bins and multi-purpose equipment

24.1 General instructions

- All recyclable paper and cardboard must be picked up and placed in recycling bins found in the designated area.
- It is forbidden to place recyclable matter with ordinary garbage.

24.2 Daily cleaning

- Remove garbage from recycling bins.
- Gather the paper and cardboard in sectors that use a great amount.

24.3 Weekly cleaning (Wednesday)

- Pick up the paper from the recycling bins in the offices.
- Clean the inside and outside of recycling bins and the multi-purpose recycling equipment.

24.4 Twice a week (Tuesday and Friday)

- Gather the content from recycling bins and multi-purpose recycling equipment and store in the designated sector.

24.5 Monthly cleaning (last week of every month)

- Wash and disinfect the inside and outside of multi-purpose recycling stations.

25. Additional activities and frequency

NOTE: Article 25 takes precedence over articles 1 to 24 (Section 2). Besides the services described in articles 1 to 24, perform the following tasks:

25.1 Training rooms and conference rooms

25.1.1 Daily cleaning

- Make a cleaning tour before 8 a.m.
- Vacuum all floors.

25.1.2 Weekly cleaning

- Clean the stains on the glass part of the projection booth.

25.2 Rooms 125, 125A - vault 125B, 125C

25.2.1 Weekly cleaning (Friday)

- Sweep the floors. (The Contractor must be escorted by the Technical Authority or laboratory staff)

25.3 Room 241 (vault)

25.3.1 Monthly cleaning

- Sweep the floors, on request. (The Contractor must be escorted by the Technical Authority or laboratory staff)

25.4 Laboratories (Rooms 114, 116, 117, 118, 120, 134, 135, 137, 138, 139, 140, 140 A, 140 B, 140 C, 142, 142 B, 142 D, 142 F, 148, 150, 222, 224, 225, 226, 226 A, 226B, 231, 232, 235, 244, 248, 249, 252, 253)

25.4.1 Daily cleaning

- Clean floors with a damp mop.

25.5 Storage facility for chemicals

- Sweep on request, supervised by the tenants.

25.6 Freight elevator

25.6.1 Weekly cleaning

- Vacuum the floor and the walls.
- Scrape the threshold of the door and the slide rails in the cabs and vacuum.

25.7 Linoleum floors (Marmoleum by Forbo)

25.7.1 General instructions

- The Marmoleum's matte finish is compatible with the S.C. Johnson finishes and sealing products. Cleaning personnel must never scour this coating as any scouring is likely to permanently alter the colour of the coating.

25.7.2 Daily cleaning

- Sweep and clean the floors with a damp mop.

25.7.3 Weekly cleaning (Friday)

- Spray buff.

25.7.4 Scheduled cleaning work (manufacturer's recommendations, Forbo)

- Wash with Stride using a red scrubbing pad; rinse, then apply the recommended number of coats of finish as set down in Appendix A.

25.8 Library

25.8.1 Weekly cleaning (Wednesday)

- Vacuum the rail of the mobile shelving to remove dust and debris.
- Wash the floors under the mobile shelving with a damp mop.

N.B.: Cleaning personnel must never dust any laboratory, the work surface, large table, storage room shelf, or any other area or surface where any matter or material related to conservation is displayed, exposed or stored.

NB: if the work scheduled above falls on a statutory holiday, the work will be performed the next working day.

APPENDIX A to Section 2 – ANNUAL CLEANING SCHEDULE

ARTICLE	CLEANING TASKS	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
2.2.3	Scrub the floors with a brush and refinish them.		X						X			X	
2.3.2	Scrub the floors with a brush and refinish them.		X						X			X	
2.4.3	Strip and reseal unpainted concrete floors.					X							
2.5.4	Clean all carpets and rugs with a dry foam shampoo followed by light hot water extraction.				X						X		
3.5	Scrub the floors with a brush and refinish them.		X						X			X	
4.3	Scrub the floors with a brush and refinish them.								X				
5.3 a)	Strip resilient flooring and refinish.				X						X		
5.3 b)	Strip and reseal unpainted concrete floors.				X								
6.5 a)	Vacuum the edges and tops of partitions, shelves, visible air vents, pipes and the tops of suspended light fixtures and ducts set at a height of 1.8 at the highest.	X			X			X			X		
6.5 b)	Clean all air diffusers and air intake grilles.				X						X		
7.5 a)	Scrub resilient flooring with a brush and refinish.	X						X			X		
7.5 b)	Strip resilient flooring and refinish.				X								
7.5 c)	Strip glass and ceramic tile floors and refinish.				X								
7.5 d)	Strip and seal concrete floors.				X								
7.5 e)	Wash all ceilings.			X									
7.5 f)	Wash all walls.			X						X			
8.4 a)	Wash the outside of lockers and the inside of empty lockers.			X						X			
8.4 b)	Brush resilient floor coverings and refinish.	X											
8.4 c)	Strip resilient floor coverings and refinish.				X								
8.4 d)	Strip glass and ceramic tile floors and refinish.				X								
11.4 a)	Wash the floors with a brush and refinish.	X						X			X		

11.4 b)	Wash the walls.			X									
12.5 a)	Clean the leather, vinyl, leatherette and upholstered furniture.		X						X				
12.5 b)	Vacuum freestanding padded partitions.						X						
13.1 a)	Vacuum blinds or dust them.	X								X			
13.1 b)	Vacuum curtains.					X							
13.1 c)	Wipe blinds with a damp cloth.					X							
15.3	Wash and disinfect the inside and outside of waste containers.			X						X			
16.3 a)	Clean both sides of glass partitions.		X						X				
16.3 b)	Clean and polish both sides of the glass doors of libraries, convex mirrors and air deflectors.		X						X				
17.3 a)	Wash marble walls, columns, frames and baseboards.	X						X					
17.3 b)	Vacuum walls, columns and partitions covered with fabric or carpeted.	X						X					
17.3 c)	Clean and polish wood panel walls.				X						X		
20.3 a)	Clean the inside and outside of lamps, including diffusers as per Appendix A.	X						X					
20.3 b)	Clean air intake and diffuser grilles	X						X					
25.7.4	Wash with Stride using a red scrubbing pad; rinse, then apply the recommended number of coats of finish		X			X			X			X	

SECTION 3: GLOSSARY AND QUALITY STANDARDS

The Glossary and Quality Standards in Section 3 must be strictly adhered to. All inspections undertaken by the Technical Authority will be rated according to those Quality Standards.

1. Glossary

1.1 Routine cleaning

Cleaning to be done once or many times a month, such as every week or every day.

1.2 Scheduled cleaning

Cleaning to be done in accordance with Appendix A of Section 2– Scheduled cleaning

1.3 “As and When Required” and Emergency cleaning

Cleaning activities determined on a case by case basis to be conducted at the request of the Technical Authority. The request will be made verbally on site or by telephone.

1.4 Cleaning tour

Pick up every piece of waste or visible spillage and fill the dispensers to ensure that the area appears tidy.

1.5 Planned cleaning

Cleaning to be done less frequently than once a month, that is, every two months or once, twice, three or four times a year.

1.6 Flight of stairs

Consists of the stairs and risers between two floors, including the landing or landings.

1.7 Products

Articles and accessories required to carry out the work; toilet paper, paper towels, hand soap, instant hand sanitizer, plastic bags and sanitary bags.

1.8 Litter

Waste from ashtrays and sand ashtrays, litter recipients and sanitary bins. Also includes paper clips, paper, mop strings, pins, clips and other objects on the floor.

1.9 Heavy traffic areas (this includes)

Entrance halls, elevator lobbies, corridors and passageways in open-concept offices.

1.10 Recycling bins and multi-purpose recycling facilities

These facilities are used to collect recyclable material, such as metal, glass, plastic, polystyrene, paper, cardboard, etc.

1.11 Statutory holidays

The following days are defined as Statutory Holidays:

- New Year's Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Labour Day
- National Day for Truth and Reconciliation
- Thanksgiving Monday
- Remembrance Day
- Christmas Day
- Boxing Day
- Provincial or civic holiday in Ontario on the first Monday of August

If the Statutory Holiday falls on a Saturday or Sunday, the holiday is moved to the first working day that comes afterwards.

2. Quality Standards

2.1 Sweeping

All floors once cleaned must be free of litter and dirt.

2.2 Watering

Watered floors must be clean after the planned watering and no puddles must remain in the hollowest parts.

2.3 Wipe with a dry mop

All cleaned floors must be free of dust.

2.4 Wipe with a damp mop

All floors once wiped must be clean and free of stains, mop trails and strings. There must be no splashes and water stains on the walls, baseboards and other surfaces.

2.5 Washing the floors

All floors once washed must be clean and free of stains, mop strings, splashes and cleaning solution.

2.6 Machine washing

All floors once washed must be clean and free of stains, splashes and cleaning solution.

2.7 Waxing and polishing floors

All floors must appear clean, with a durable shine and be free of dust.

2.8 Clean the floors (restore)

All floors must appear clean and shiny and be free of dust.

2.9 Scrub with a brush (applying a finishing product)

All floors must appear clean, with a uniform shine and be free of little scratches and marks.

2.10 Strip and refinish

All floors must have an overall and in-depth clean appearance, have a uniform shine, be dry and free of scratches and marks.

2.11 Strip and dry

All floors must appear clean and be free of dirt, stains and marks.

2.12 Vacuuming

2.12.1 Carpets

Carpets must be clean and free of dust, dirt and other grime.

2.12.2 Door mats

Door mats must be clean and free of dust, dirt and salt stains.

2.12.3 Upholstered furniture

Upholstered furniture must be free of dust, dirt and other grime.

2.13 Stain removal

The removal of stains must leave no visible trace or discolouration on the carpets, door mats or upholstered furniture.

2.14 Hot water extraction

All carpets, door mats and upholstered furniture must be clean and free of dust, dirt, sand, melting snow, salt and water.

2.15 Foot grilles

All foot grilles and pans must be free of dirt, grime and litter.

2.16 Bulletin boards and fire cabinets

All bulletin boards and fire cabinets, including the glass, must be free of dust and stains.

2.17 Glass

Glass must be clean on both sides with no streaks and finger marks.

2.18 Stairs and landings

All surfaces must appear clean and free of dirt dust, marks and litter.

2.19 Elevators

All surfaces in elevator cabs must be free of dust, marks and grime. The walls, ceiling, floors, banisters and doors must be free of grime and appear freshly washed.

2.20 Dusting

N.B.: Cleaning personnel must never dust any laboratory, work surface, large table, storage room shelf or any other area or surface where any matter or material related to conservation work is exposed displayed or stored.

2.20.1 Furniture, accessories and equipment

All surfaces must be free of dust, streaks and finger marks.

2.20.2 Dusting high surfaces

All surfaces must be free of dust accumulation.

2.20.3 Blinds and curtains

Blinds and curtains must be free of dust, spider webs, water streaks and grime.

2.20.4 Metal surfaces

All metal surfaces must be free of marks and stains as well as of cleaning products or oils and have a high shine.

2.21 Washrooms

All washrooms must smell clean, therefore must not give off bad smells.
All surfaces must be free of stains, water and scale and be clean and shiny.
Empty and clean all litter recipients and sanitary recipients; fill all dispensers.

2.22 Litter recipients

Empty all litter recipients and clean the outside with a cloth.

2.23 Whiteboards

Clean all surfaces with a cloth; the chalk holder must be clean and free of dust.

2.24 Ashtrays/sand ashtrays

Remove all waste from the ashtrays/sand ashtrays; surfaces must be clean and free of stains or visible accumulations.

2.25 Air grilles and diffusers

The surface of all grilles and all air diffusers must be clean and free from dirt, grime, stains, streaks, dust, and spider webs.

2.26 Light fixtures

All light fixtures must be free of dust, dirt, stains and streaks.

2.27 Garbage/recycling rooms and spaces

Garbage/recycling rooms and spaces must be clean and odour free.

2.28 Room reserved for the Contractor

All surfaces must be free of scrap paper, garbage, dust, stains and odours.

ANNEX “B” - BASIS OF PAYMENT

The Contractor will be paid in accordance with the following Basis of Payment for Work performed pursuant to the Contract.

All deliverables are F.O.B. Destination, and Canadian Customs Duty included, and applicable tax(es) extra.

A – Initial Contract Period (February 1, 2023 to January 31, 2025)

During the period of the Contract, for Work performed in accordance with the Contract, the Contractor will be paid as specified below.

A1.0 Firm All-inclusive Price for Routine and Scheduled Cleaning

The Contractor will be paid the following Firm all-inclusive rate for Routine and Scheduled Cleaning operations as detailed in Annex A – Statement of Work.

Metro “C” Building				
		B	C	D
Period		Cleanable Area	Firm Monthly Rate per m2	Firm Monthly rate (B x C)
1.0	February 1, 2023 to January 31, 2025	6,495 m ²	\$	\$

A2.0 Firm All-inclusive Hourly Rates - “As and When Required” cleaning and emergency cleaning work

Firm all-inclusive hourly rate including overhead, profit and all related costs for additional cleaning, Emergency Cleaning operations not described in Annex “A” Statement of Work on an “as and when requested” basis.

Metro “C” Building				
PERIOD	DATES	HOURLY RATES		
		Regular Hours 7:00 – 17:00 Monday to Friday	Outside Regular Hours Monday to Saturday	Sundays and Statutory Holidays
1	February 1, 2023 to January 31, 2025			

B. Price Adjustments

Applying to each of the option years, prices will be adjusted annually by applying an economic indicator to the previous year's prices. The annual average of the percentage change in the Core Consumer Price Index (CPI), as published by the Bank of Canada, will be used to determine the prices for year 2, and any option years exercised. The data used to calculate the annual average percentage change can be found at the following Bank of Canada webpage:

[Consumer Price Index, 2000 to Present - Bank of Canada](#)

The prices of the previous year will be multiplied by the “ % change” published for the twelve months period preceding the Standing Offer anniversary date (for the following year) or the month preceding the month in which the option is exercised.

ANNEX "C" - SECURITY REQUIREMENTS CHECK LIST



Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat
Security Classification / Classification de sécurité

SECURITY REQUIREMENTS CHECK LIST (SRCL) LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine Canadian Heritage		2. Branch or Directorate / Direction générale ou Direction HRWMB / Real Property and Accommodations
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Janitorial Services for the Canadian Conservation Institute Located at 1030 Innes Rd. Ottawa (Ontario).		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada	<input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>
		Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions Aucune restriction relative à la diffusion	<input checked="" type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>
Not releasable À ne pas diffuser	<input type="checkbox"/>	
Restricted to: / Limité à: <input type="checkbox"/>		Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:		Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
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Contract Number / Numéro du contrat
Security Classification / Classification de sécurité

PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui
If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? No / Non Yes / Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :
Document Number / Numéro du document :

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

- | | | | |
|---|---|---|--|
| <input type="checkbox"/> RELIABILITY STATUS
COTE DE FIABILITÉ | <input type="checkbox"/> CONFIDENTIAL
CONFIDENTIEL | <input type="checkbox"/> SECRET
SECRET | <input type="checkbox"/> TOP SECRET
TRÈS SECRET |
| <input type="checkbox"/> TOP SECRET-SIGINT
TRÈS SECRET - SIGINT | <input type="checkbox"/> NATO CONFIDENTIAL
NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET
NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET
COSMIC TRÈS SECRET |
| <input checked="" type="checkbox"/> SITE ACCESS
ACCÈS AUX EMPLACEMENTS | | | |

Special comments:
Commentaires spéciaux : SITE ACCESS STATUS

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? No / Non Yes / Oui
If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? No / Non Yes / Oui

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? No / Non Yes / Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? No / Non Yes / Oui

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? No / Non Yes / Oui



Contract Number / Numéro du contrat
Security Classification / Classification de sécurité

PART C - (continued) / PARTIE C - (suite)

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL	SECRET	TOP SECRET	NATO RESTRICTED	NATO CONFIDENTIAL	NATO SECRET	COSMIC TOP SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET
				CONFIDENTIEL		TRÈS SECRET	NATO DIFFUSION RESTREINTE	NATO CONFIDENTIEL		COSMIC TRÈS SECRET	A	B	C	CONFIDENTIEL		TRÈS SECRET
Information / Assets Renseignements / Biens Production																
IT Media / Support TI																
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

NB: signed fourth page of the Security Requirements Checklist will be inserted when the contract is issued.

ANNEX "D" - INSURANCE REQUIREMENTS

SACC *Manual* clause G2001C (2014-06-26) Commercial General Liability Insurance

1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$5,000,000 per accident or occurrence and in the annual aggregate.
2. The Commercial General Liability policy must include the following:
 - (a) Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
 - (b) Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
 - (c) Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
 - (d) Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
 - (e) Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
 - (f) Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
 - (g) Employees and, if applicable, Volunteers must be included as Additional Insured.
 - (h) Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
 - (i) Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
 - (j) Notice of Cancellation: The Insurer will endeavor to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
 - (k) If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
 - (l) Sudden and Accidental Pollution Liability (minimum 120 hours): To protect the Contractor for liabilities arising from damages caused by accidental pollution incidents.
 - (m) Litigation Rights: Pursuant to subsection 5(d) of the Department of Justice Act, S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

For the province of Quebec, send to:

Director Business Law Directorate,
Quebec Regional Office (Ottawa),
Department of Justice,

284 Wellington Street, Room SAT-6042,
Ottawa, Ontario, K1A 0H8

For Ontario province, send to:

Senior General Counsel,
Civil Litigation Section,
Department of Justice
234 Wellington Street, East Tower
Ottawa, Ontario K1A 0H8

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to co-defend any action brought against Canada. All expenses incurred by Canada to co-defend such actions will be at Canada's expense. If Canada decides to co-defend any action brought against it, and Canada does not agree to a proposed settlement agreed to by the Contractor's insurer and the plaintiff(s) that would result in the settlement or dismissal of the action against Canada, then Canada will be responsible to the Contractor's insurer for any difference between the proposed settlement amount and the amount finally awarded or paid to the plaintiffs (inclusive of costs and interest) on behalf of Canada.